

CUSTOMER CHARACTERISTICS

Learning Objectives

- To know the meaning of a Customer Characteristic
- To know the different Characteristic Codes and when to apply them

Performance Objective

- To properly identify Customer Characteristic Codes
- To properly add and modify Customer Characteristic on an applicant's record

CUSTOMER CHARACTERISTICS

General Information

Customer Characteristics are entered on the Customer database to record certain characteristics unique to each customer (i.e. alien status, sex offender, military personnel, etc.). The Tran **MDCHAR** shall be used to record or expire any applicable characteristics. Customer characteristics are entered at the start of a customer's transactions and will be used by the system to control certain aspects of driver license issuance including expiration dates, class of license, fee exemptions, and other customer unique eligibility requirements.

For example:

To issue a "No Fee" identification card to a recipient of Supplemental Social Security Income (SSI), the CSR must first instruct the system that the customer is eligible to receive the No Fee credential by entering the SSI characteristic based on the documentation presented by the customer. Only after the characteristic is placed on the customer record will the system allow issuance of a "No Fee" identification card for SSI purposes.

Some customer characteristics previously noted by a comment in the DM3 comment segment are now stored in the **DM24** Customer Characteristic segment. When a customer characteristic is put on the record it will replace the need for entering additional comments in the DM3. Any status codes associated with the customer record will be automatically placed and/or removed by the system when the characteristic is added or expired.

DM 24 SEGMENT

QDSEE	JOHN,Q,PUBLIC		D00004545	06744357
SEGMENT NAME: DM024 - CUSTOMER CHARACTERISTICS			01/05/2005	13:22:56
(1)	(2)	(3)	(4)	
CODE	EFF DATE	END DATE	DESCRIPTION	
002	12152004	05202005	ALIEN STATUS	
(5)	(6)	(7)	(8)	(9)
INS CLS	F1	CTRY CK	DOC#	A1122345544 FORM I-94
		(10)	(11)	(12)
		SUPPLEMENTAL DOC#	11455	FORM I-20
		ISSUE DATE 12152004		
(13)				
COMMENT				
NO EXEMPTIONS APPLIED				
		(14)	(15)	(16)
		LAST UPDATE:	12202004	USERID: T3011 OFFICE: N/A
INS CLS	CTRY	DOC#	FORM	ISSUE DATE
	SUPPLEMENTAL DOC#		FORM	ISSUE DATE
COMMENT				
INS CLS	CTRY	DOC#	FORM	ISSUE DATE
	SUPPLEMENTAL DOC#		FORM	ISSUE DATE
COMMENT				
ENTER SEGMENT WANTED OR 'NO': AND DEPRES ENTER KEY				

#	FIELD	DESCRIPTION
1.	CUSTOMER CHARACTERISTIC CODE	Characteristic code that is applicable to the applicant
2.	EFFECTIVE DATE	Defaults to today's date – can be backed dated
3.	END DATE	The date presented documents expire
4.	DESCRIPTION	A description of the Customer Characteristic
5.	INS CLASS	INS Classification Code from passport or I-94 if applicable
6.	CTRY	Country where foreign passport was issued if applicable
7.	DOC #	Documentation number
8.	FORM	Name of form presented (i.e. I-94, I-20, etc)
9.	ISSUE DATE	Date document was issued
10.	SUPPLEMENTAL DOC #	Any additional documentation that may be needed
11.	FORM	Name of supplemental form
12.	ISSUE DATE	Date supplemental documentation was issued
13.	COMMENT	A comment can be added – If no comment has been placed, and the characteristic does not meet an T&R exemption, comment will automatic default to No Exemptions Applied
14.	LAST UPDATE	Date of last update
15.	USERID	User ID number that placed the characteristic code on record.
16.	OFFICE	Office where Customer Characteristic was generated.

MDCHAR

The MDCHAR screen displays to the CSR, a selection list of the customer characteristic currently available for entry and how long each characteristic would be valid when selected (not all characteristics shown are available at this time).

- On your initial screen type in the Tran MDCHAR
- At the MDCHAR screen press F2 to display listing

MDCHAR	CUSTOMER CHARACTERISTICS MAINTENANCE				01/11/2005	
CUSTOMER:		D00003595	JOHN,Q,PUBLIC		13:22:56	
CODE	EFF DATE	END DATE	DESCRIPTION			
INS CLS	CTRY	DOC#	FORM	ISSUE DATE		
	SUPPLEMENTAL	DOC#	FORM	ISSUE DATE		
COMMENT						
INS CLS	CTRY	DOC#	FORM	ISSUE DATE		
	SUPPLEMENTAL	DOC#	FORM	ISSUE DATE		
COMMENT						
INS CLS	CTRY	DOC#	FORM	ISSUE DATE		
	SUPPLEMENTAL	DOC#	FORM	ISSUE DATE		
COMMENT						
ENTER SEGMENT WANTED OR 'NO': AND DEPRES ENTER KEY						
PF1-UPDATE PF2-CHARACTERISTICS PF3-EXEMPTIONS/REQUIREMENTS PF11-EXIT						

Customer Characteristic
Selection screen displays

MDCHAR	CUSTOMER CHARACTERISTIC SELECTION		12/20/2004
CUSTOMER: B1234567		JOHN,Q,PUBLIC	07:44:49
CODE	DESCRIPTION	DURATION	
001	100% DISABLED VETERAN	PERPETUAL	
002	ALIEN STATUS	OPEN	
003	ACTIVE MILITARY	012 MONTHS	
004	ACTIVE DUSTY MILITARY OPS	012 MONTHS	
005	DL/ID REQUIRES CORRECTION	OPEN	
006	DECEASED	PERPETUAL	
007	FORMER PRISONER OF WAR	PERPETUAL	
008	HEARING IMPAIRED	PERPETUAL	
009	UNDOUMENTED ALIEN	OPEN	
010	NON-RESIDENT MILITARY	OPEN	
011	PEACE OFFICER CONFIDENTIALITY	OPEN	
012	PEARL HARBOR SURVIVOR	PERPETUAL	
013	PERMANENT DISABILITY	PERPETUAL	
014	NON-RESIDENT PUBLIC HLTH SRVC	OPEN	
015	CONGRESSIONAL MEDAL OF HONOR	PERPETUAL	
016	SCHOOL BUS DRIVER	OPEN	
017	SEX OFFENDER	PERPETUAL	
			PRESS <ENTER> FOR MORE
SELECT CODE:			
F2-BACK		F3-EXEMPTIONS/REQUIREMENTS	F11-EXIT
KEY CHARACTERISTIC AND PRESS <ENTER> OR F2 TO SELECT			

If the duration of the characteristic indicates:

- PERPETUAL – The characteristic remains valid for an unlimited or interminable duration.
- OPEN – the characteristic remains valid only until the end date entered by the CSR.

A listing of required documents and exemptions could be viewed from the Customer Characteristic Selection screen.

1. Click on a Customer Characteristic code you would like to view.
2. Press your F3 key. The Requirements and Exemptions screen will appear.

The screenshot shows a terminal window titled 'REQUIREMENTS AND EXEMPTIONS' with a date and time stamp of '01/11/2005 13:22:56'. The header includes 'MDCHAR' and 'CUSTOMER: D00003595 JOHN,Q,PUBLIC'. The main section is divided into 'CODE', 'DESCRIPTION/REQUIRED DOCUMENTS', and 'DURATION'. The 'DURATION' field shows 'OPEN'. Below this, there are two sections: 'T&R EXEMPTIONS:' and 'DRIVER EXEMPTIONS:'. The 'T&R EXEMPTIONS:' section lists various fees (VLT, REG, CRF, WGT, MCF, EIF, SPL, AQF, AQCF) and their status (NONE). The 'DRIVER EXEMPTIONS:' section is currently empty. At the bottom, there are two options: 'PF3-BACK' and 'PF11-EXIT'. Callout boxes with arrows point to specific elements: 'Description of selected characteristic' points to the 'DESCRIPTION/REQUIRED DOCUMENTS' header; 'Duration of characteristic' points to the 'DURATION' field; 'Required documentation' points to the 'I94 FORM' text; and 'Exemptions the customer qualifies for' points to the 'T&R EXEMPTIONS:' section.

CODE	DESCRIPTION/REQUIRED DOCUMENTS	DURATION
002	ALIEN STATUS	OPEN

I94 FORM

T&R EXEMPTIONS:

FEE	NAME
VLT	NONE
REG	NONE
CRF	NONE
WGT	NONE
MCF	NONE
EIF	NONE
SPL	NONE
AQF	NONE
AQCF	NONE

DRIVER EXEMPTIONS:

PF3-BACK PF11-EXIT

Adding, Changing and Deleting Customer Characteristic Codes

When the CSR enters a customer characteristic on the customer record, the current date will automatically populate as the effective date of the characteristic. The end date of the customer characteristic will either:

- Display as "12319999" when the customer is not required to re-certify his or her status for the characteristic. Or
- Display as "?????????" if the characteristic is to depend on a date required to be entered by the CSR (e.g. the expiration date of the customer's authorized presence documentation).

To change or update an existing characteristic, the pre-existing characteristic must be expired. I.E. customer has an Alien Resident characteristic with an expiration date of 07312005. The customer comes in on 02102005 and now has documentation showing that they have become a naturalized citizen. The Alien Resident characteristic expiration date must be changed to today's date before adding the naturalized citizen characteristic on the database.

Since other processes also depend on these customer characteristics, only supervisors and designated leads will have the capability of deleting characteristics entered in error. If a characteristic cannot be deleted, the supervisor or designated lead can expire the characteristic and enter an explanation in the comment section of the MDCHAR transaction.

The following table explains all of the current customer characteristics that will have an affect on driver license issuance. Some of these characteristics are restricted and will only allow entry and maintenance by specialized work units, supervisor and/or designated leads.

CC ID	Customer Characteristic Description	Place the Characteristic:	Placed By:	Expired By:	Documents Required to Establish Characteristic	Status Code	Class Of License	Type of License	License/ID Exp Date
002	Alien Status	To record specific details about documentation provided by the applicant as proof of authorized presence, including the type of document shown and when it will expire.	CSR	CSR - Expiration date on documentation being presented	I-94, I-20, etc.	N/A	A, B, C, D, G, M, I	FO, FD, FU, FE, FR, FW, NO, ND, NU, NE, NR, NW	Expiration date on documentation being presented
005	DL/ID Requires Correction	To identify DL/ID records that were issued in error or require correction	Supervisor, Lead, or Tech Support	Supervisor, Lead, or Tech Support System	Comments identifying what is required to correct the record	N/A	N/A	N/A	N/A
006	Deceased	To identify records of deceased persons upon official notification of death received from the Arizona Department of Health Services (ADHS)	ADHS	System	Dept of Health Notification	87	None	None	N/A

CC ID	Customer Characteristic Description	Place the Characteristic	Placed By:	Expired By:	Documents Required to Establish Characteristic	Status Code	Class of License	Type of License	License/ID Exp Date
009	Undocumented Alien	To identify records created for pre-release images of undocumented aliens when indicated on the required form'; or by the Office of Special Investigations (OSI)	OSI or CSR doing pre-release	OSI or CSR doing pre-release	Determined by OSI investigation or status indicated on a request for pre-release image.	79	None	None	N/A
011	Peace Officer Confidentiality	To identify all records where personal and/or other identifiable information must be suppressed under direct court order filed with the Division	OSI	System or OSI	Court Order filed with OSI	69	A, B, C, D, M, I	O, R, D, U, E, W	Extended
016	School Bus Driver)	To identify all drivers currently certified by the Arizona Department of Public Safety (DPS) for the operation of a school bus	DPS	DPS or System	DPS School Bus Certificate	44	A, B, C	O, R, D, U, E, W	5 Years

CC ID	Customer Characteristic Description	Place the Characteristic	Placed By:	Expired By:	Documents Required to Establish Characteristic	Status Code	Class of License	Type of License	License/ID Exp Date
017	Sex Offender	To identify the DL/ID records of all persons subject to registration as a "Sex Offender"	CSR	System	Sex Offender Affidavit of Registration or Released Offender Identification Card encoded with "(SO)" in the upper right corner	77	A, B, C, D, G, M, I	O, R, D, U, W	One Year
019	Third Party Driver Services	To identify the records of Authorized Third Party Driver Services Providers in good standing with the Division's Competitive Government Partnerships (CGP) program	CGP	System or CGP	Authorized Third Party provider Driver Services	85	N/A	N/A	N/A
027	Military Personnel (DL)	To identify the records of active duty military personnel and indicate that, if expired, his/her DL is still valid until 6 months after military discharge	CSR	CSR - Characteristic expires on Military ID expiration date	Military ID Card		A, B, C, D, M, I	O, R, D, U, W	Limited 5 years or Extended

CC ID	Customer Characteristic Description	Place the Characteristic	Placed By:	Expired By:	Documents Required to Establish Characteristic	Status Code	Class of License	Type of License	License/ID Exp Date
028	TSA Hazmat Approved	To indicate the applicant has successfully completed the required Transportation Security Administration (TSA) Hazardous Materials Endorsement (HME) Threat Assessment and is eligible to apply for the HME	TSA	System or CDL help desk	Electronic TSA Notification	N/A	A, B, C	O, R, D, U, E, W	5 years
029	TSA Hazmat Disapproved	To indicate the applicant has successfully completed the required Transportation Security Administration (TSA) Hazardous Materials Endorsement (HME) Threat Assessment and is not eligible to apply for the HME	TSA	System or CDL help desk	Electronic TSA Notification	N/A	A, B, C, D, I	O, R, D, U, W	5 years for CDL – Extended for DL & ID

CC ID	Customer Characteristic Description	Place the Characteristic	Placed By:	Expired By:	Documents Required to Establish Characteristic	Status Code	Class of License	Type of License	License/ID Exp Date
030	Resident/ Permanent Alien	To record specific details, including the date of expiration, on a Permanent/Resident Alien Card (I-551) presented by the applicant as proof of authorized presence	CSR	CSR	Resident Alien Card (I-551)	N/A	A, B, C, D, G, M, I	FO, FR, FD, FU, FW, NO, NR, ND, NU, NW	Expiration date on I-551 or 5 years, whichever comes first
031	Naturalized Citizen	To indicate the customer has obtained his/her U.S. Certificate of Naturalization and proof of authorized presence will no longer be required. This completes the cycle when a previously entered "030 – Resident/Permanent Alien" characteristic exists	CSR	System	U.S. Certificate of Naturalization	N/A	A, B, C, D, G, M, I	O, R, D, U, W	Extended

CC ID	Customer Characteristic Description	Place the Characteristic	Placed By:	Expired By:	Documents Required to Establish Characteristic	Status Code	Class of License	Type of License	License/ID Exp Date
032	Supplemental Social Security Income (SSI)	To document that the customer is a current recipient of SSI and has presented the required documentation	CSR	CSR	Letter from Social Security Administration that indicates SSI is the only income	N/A	A, B, C, D, G, M, I	O, R, D, U, W	Extended
033	Traditional Third Party Processor	To identify the records of Authorized Third Party Processors in good standing with the Division's Competitive Government Partnerships (CGP) program	CGP	System or CGP	Authorized Third Party Processor – Traditional	85	N/A	N/A	N/A

******Status code 42** will no longer be used for military personnel

In the near future, additional customer characteristics will be made available to recognize whether or not a customer is eligible to receive certain credentials, exemptions, or other Division products or services before the service can be delivered.

Prior To Adding a New Customer Characteristic or Renewing an Expired Customer Characteristic

- Make sure customer has the proper ID/Documentation to add or renew a characteristic.
- Check to see if the customer has a customer record in the database. They must have a customer record in order to put the characteristic on the system.

Instructions For Adding A New Customer Characteristic or Renewing An Expired Customer Characteristic

1. Enter: Tran **MDIN** MDIN HHMM _____ press **Ctrl**. This will open a new session.
2. Enter: Name **First initial,,last name** DOB **MMDDYYYY** press **Ctrl**. This will display the base record (QDSEE/DM0).
 - If no record exists, see instructions in Customer Records unit to Create a Customer Record.
3. Check if a DM24 segment is already present. If yes, check segment to verify Customer Characteristic has already been placed on record.
 - If yes, make sure end date is valid. If end date is valid no further action is needed.
4. If the Customer Characteristic you want to add is not on the record, or the end date is today's date or past and the Customer Characteristic needs to be renewed, press **Ctrl** to return to initial record.

NOTE: If customer is renewing a Characteristic it must be added with new dates in the DM24. **Do not** overlay expired characteristic.

5. Enter Tran **MDCHAR** press **Ctrl**. This will display the Customer Characteristic Maintenance screen.

6. Press **F2** to display Customer Characteristics Selection screen.

MDCHAR	CUSTOMER CHARACTERISTIC SELECTION		12/20/2004
CUSTOMER: B1234567		JOHN,Q,PUBLIC	07:44:49
CODE	DESCRIPTION	DURATION	
001	100% DISABLED VETERAN	PERPETUAL	
002	ALIEN STATUS	OPEN	
003	ACTIVE MILITARY	012 MONTHS	
004	ACTIVE DUSTY MILITARY OPS	012 MONTHS	
005	DL/ID REQUIRES CORRECTION	OPEN	
006	DECEASED	PERPETUAL	
007	FORMER PRISONER OF WAR	PERPETUAL	
008	HEARING IMPAIRED	PERPETUAL	
009	UNDOUCMENTED ALIEN	OPEN	
010	NON-RESIDENT MILITARY	OPEN	
011	PEACE OFFICER CONFIDENTIALITY	OPEN	
012	PEARL HARBOR SURVIVOR	PERPETUAL	
013	PERMANENT DISABILITY	PERPETUAL	
014	NON-RESIDENT PUBLIC HLTH SRVC	OPEN	
015	CONGRESSIONAL MEDAL OF HONOR	PERPETUAL	
016	SCHOOL BUS DRIVER	OPEN	
017	SEX OFFENDER	PERPETUAL	
PRESS <ENTER> FOR MORE			
SELECT CODE:			
F2-BACK		F3-EXEMPTIONS/REQUIREMENTS	F11-EXIT
KEY CHARACTERISTIC AND PRESS <ENTER> OR F2 TO SELECT			

7. Enter Customer Characteristic in the **Select Code** field and press **Ctrl** or the **F2** key. The Customer Characteristic Maintenance screen will appear with the appropriate Customer Characteristic

MDCHAR	CUSTOMER CHARACTERISTICS MAINTENANCE				
CUSTOMER: D03727808		T,FELONY,RECORD		14:29:27	
CODE	EFF DATE	END DATE	DESCRIPTION		
002	11182004	12319999	ALIEN RESIDENT		
INS CLS	CTRY	DOC#	FORM	ISSUE DATE	
	SUPPLEMENTAL DOC#		FORM	ISSUE DATE	
COMMENT					

Description automatically generates when Characteristic Code is entered.

8. Update the following fields:

FIELD	UPDATE
EFF DATE	Defaults to today's date – can be backdated if applicable
END DATE	Change to date applicable documents will expire (Sex offenders END DATE will remain 12319999)
INS CLS	If entering an Alien Status characteristic INS CLS indicated on I-94 or passport must be entered here.
CTRY	Country foreign passport was issued from
DOC #	Document number
FORM	Indicate what form was presented (i.e. I-94, passport, military ID, sex affidavit)
ISSUE DATE	Date documentation was issued
SUPPLEMENTAL DOC#	If secondary document is required, enter document number
FORM	Indicate what supplemental form was presented
ISSUE DATE	Date supplemental documentation was issued
COMMENT	Enter comment if applicable

9. Press **F1** to accept updates. The initial screen will appear. Verify the DM24 segment is present.

NOTE: When entering a sex offender Customer Characteristic you must manually add status code **78** using switching code **S1**.

Prior to Changing or Renewing an Existing Customer Characteristic

- Check to see that customer has proper documentation to change or renew an existing Customer Characteristic.

Instructions on Changing or Renewing an Existing Customer Characteristic

1. Enter: Tran **MDIN** MDIN HHMM _____ press **Ctrl**. This will open a new session.
2. Enter: Name **First initial,,last name** DOB **MMDDYYYY** press **Ctrl**. This will display the base record (QDSEE/DM0).
3. Check if a DM24 segment is present. If yes, check segment to verify prior Customer Characteristic that is to be changed or renewed has already been placed on record.
 - If changing a characteristic, verify it is a characteristic that can be changed (i.e. Alien status changing to a Resident/Permanent Alien).
4. Verify END DATE on prior characteristic.
 - If END DATE on prior characteristic is today's date or past, skip to # 9.
5. If END DATE is still valid it must be manually expired before update or changing the characteristic.
6. Press **Ctrl** to return to the initial screen.
7. Enter TRAN **MDCHAR** and press **Ctrl**. The Customer Characteristic Maintenance screen will appear.
8. Enter **today's date** in the END DATE field and press **F1**. The initial screen will appear.
9. Enter Tran **MDCHAR** and press **Ctrl**. The Customer Characteristic Maintenance screen will appear.
10. Press **F2**. The Characteristic Selection screen will appear.
11. Enter **Select Code** of characteristic you want to renew or new characteristic code that will be changing an existing characteristic and press **Ctrl**. The Customer Characteristic Maintenance screen will appear.

12. Enter the following fields for the renewal or change:

FIELD	UPDATE
EFF DATE	Defaults to today's date – can be backed dated if applicable
END DATE	Change to date applicable documents will expire
INS CLS	If entering a Alien Status characteristic INS CLS indicated on I-94 or passport must be entered here.
CTRY	Country that foreign passport was issued from
DOC #	Document number
FORM	Indicate what form was presented (i.e. I-94, passport, military ID, sex affidavit)
ISSUE DATE	Date Customer Characteristic was issued
SUPPLEMENTAL DOC#	If secondary document is required, enter document number
FORM	Indicate what supplemental form was presented
ISSUE DATE	Date Customer Characteristic was issued
COMMENT	Enter comment if applicable

13. Press **F1** to accept changes or updates. The initial screen will appear.

14. Check DM24 segment to verify changes or updates have been completed.